

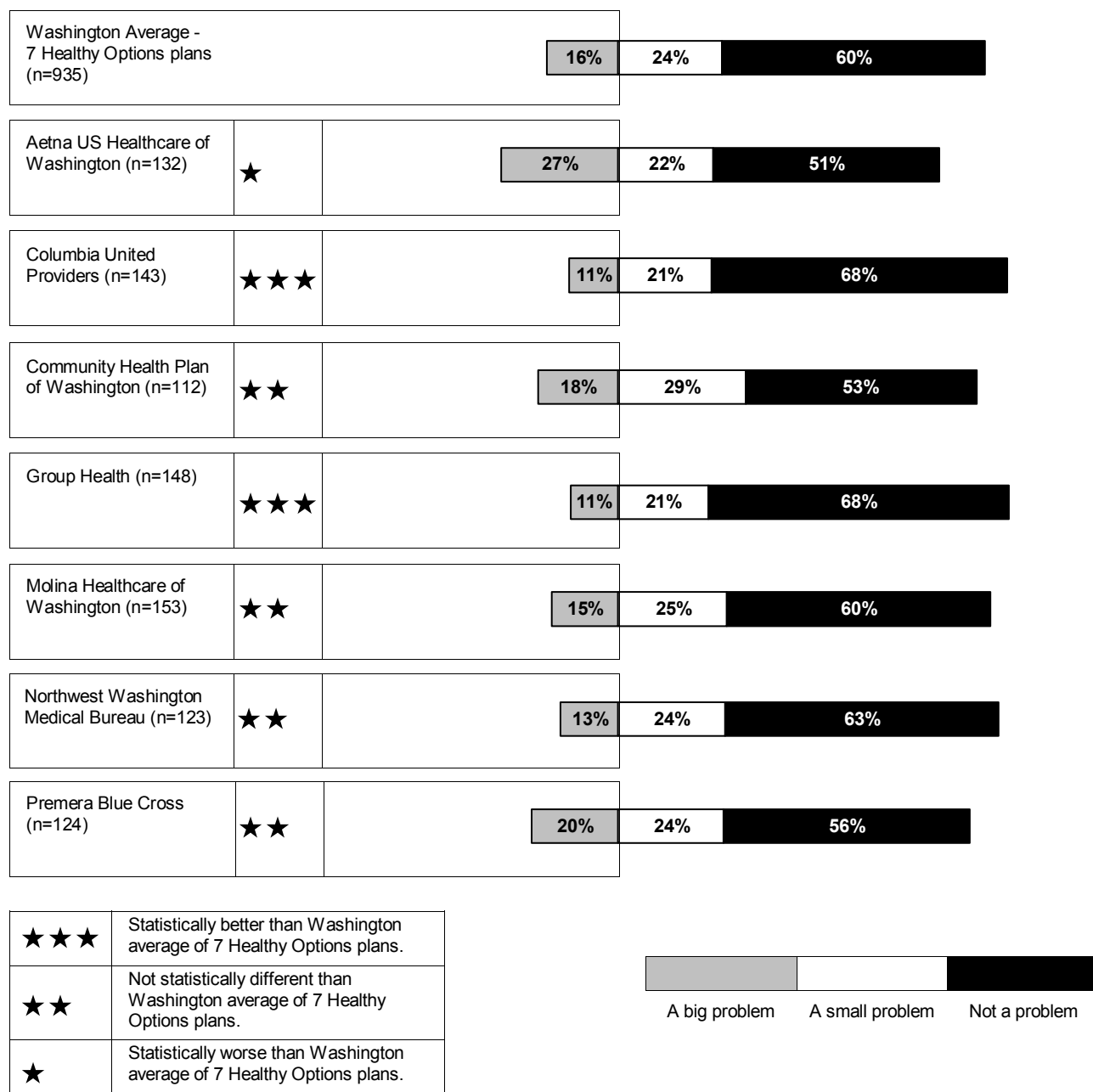
Healthy Options - Children

Core CAHPS Questions

Composite

Health Plan Customer Service and Paperwork

This chart summarizes the responses to survey questions 56, 58, and 63 contained in the composite, "Health Plan Customer Service and Paperwork." Individual question-level responses immediately follow.



NOTE: Results presented in this report are based on the 2001 "Survey About Your Child's Health Care" CAHPS survey sponsored by the Washington State Medical Assistance Administration. Small percentage differences represent measurement (sampling) error rather than actual differences in health plan performance. To guard against inappropriate interpretation, scores and star ratings are not displayed for plans with fewer than 85 responses for a single survey item. The bar graphs show the unadjusted proportions for each response category by health plan. The stars represent the results of statistical tests that compared health plans adjusting for respondent's age and education and child's general health status. Due to rounding, some bars may not add up to 100%. Request "Detailed Methodology" for additional information.

Healthy Options - Children

Core CAHPS Questions

Question 56

Health Plan Customer Service and Paperwork

Q56. "In the last 6 months, how much of a problem, if any, was it to find or understand information in the written materials?"



Aetna US Healthcare of Washington (n=67)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=59)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
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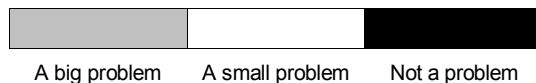
Group Health (n=61)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=66)		Scores with fewer than 85 responses are not displayed.
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Northwest Washington Medical Bureau (n=50)		Scores with fewer than 85 responses are not displayed.
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Premiera Blue Cross (n=66)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
★ ★	Not statistically different than Washington average of 7 Healthy Options plans.
★	Statistically worse than Washington average of 7 Healthy Options plans.



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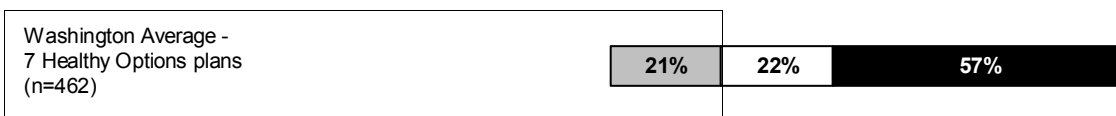
Healthy Options - Children

Core CAHPS Questions

Question 58

Health Plan Customer Service and Paperwork

Q58. "In the last 6 months, how much of a problem, if any, was it to get the help help you needed when you called your child's health plan's customer service?"



Aetna US Healthcare of Washington (n=68)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=79)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
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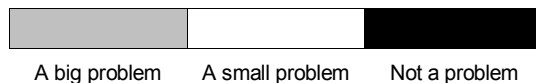
Group Health (n=75)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=74)		Scores with fewer than 85 responses are not displayed.
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Northwest Washington Medical Bureau (n=60)		Scores with fewer than 85 responses are not displayed.
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Premiera Blue Cross (n=48)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
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Healthy Options - Children

Core CAHPS Questions

Question 63

Health Plan Customer Service and Paperwork

Q63. "In the last 6 months, how much of a problem, if any, did you have with paperwork for your child's health plan?"



Aetna US Healthcare of Washington (n=58)		Scores with fewer than 85 responses are not displayed.
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Columbia United Providers (n=71)		Scores with fewer than 85 responses are not displayed.
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Community Health Plan of Washington (n=46)		Scores with fewer than 85 responses are not displayed.
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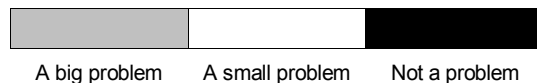
Group Health (n=71)		Scores with fewer than 85 responses are not displayed.
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Molina Healthcare of Washington (n=70)		Scores with fewer than 85 responses are not displayed.
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Northwest Washington Medical Bureau (n=63)		Scores with fewer than 85 responses are not displayed.
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Premiera Blue Cross (n=64)		Scores with fewer than 85 responses are not displayed.
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★ ★ ★	Statistically better than Washington average of 7 Healthy Options plans.
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